

Presenters Bio

Kristen Eckstrand, MD, PhD

Fellow, Child & Adolescent Psychiatry
Post-Doctoral Fellow at the University of Pittsburgh
University of Pittsburgh School of Medicine
UPMC Western Psychiatric Hospital
Pittsburgh, Pennsylvania

Dr. Kristen Eckstrand is a psychiatrist and neuroscientist with expertise in child and adolescent mental health, LGBTQ health, and the impact of trauma exposure on the brain and mental health with a focus on trauma experienced by vulnerable populations. Dr. Eckstrand is recognized nationally for their work in expanding health care professional education and health care systems to address the health needs of LGBTQ communities. Dr. Eckstrand has published on this topic widely and consults with various healthcare researchers and organizations related to LGBTQ health and organizational quality improvement.

J. Joy Gero, PsyD (She/Her)

Director of Population Health & Improvement
Program Manager, LGBTQ Health
Wolff Center at UPMC
Pittsburgh, PA

Joy Gero, PsyD is a psychologist who began her career at UPMC 15 years ago at UPMC Western Behavioral Health. During her time at UPMC, she has worked in leadership and training roles across the health care system including as the leader of patient relations at UPMC Children's Hospital of Pittsburgh. She was named the manager of LGBTQIA+ Health at UPMC in February of 2019 and helped lead a team that improved UPMC's participation and designation in the Human Rights Campaign Healthcare Equality Index. Dr. Gero currently serves as the Director of Population Health and Improvement for UPMC.

In addition to her work at UPMC, Dr. Gero has facilitated trainings and spoken about topics ranging from implicit bias, being an advocate for intersectional communities, moral injury, suicide, and anxiety.

Name and Narrative Description of your Presentation

Transforming LGBTQIA+ Health Quality at UPMC (introductory)

The purpose of this talk will be to describe the need for, and goals of, UPMC's LGBTQIA+ Health Quality initiative. The presenters will discuss core components of LGBTQIA+ health quality at UPMC, recent initiatives at both UPMC and the UPMC Health Plan, and opportunities for providers to provide continued support for LGBTQIA+ communities.

Three (3) learning objectives

By the completion of this session, participants should be able to:

1. Discuss core components of LGBTQIA+ health quality at UPMC
2. Recognize opportunities at UPMC to provide affirming health care to LGBTQIA+ patients
3. Identify strategies for improving LGBTQIA+ resident and fellow wellbeing

Three (3) current (within the past 10 years) *peer-reviewed* publications that support the evidencebase for the content of your presentation

- Bradbury-Sullivan LGBTQ Community Center. (2020). Pennsylvania LGBTQ health needs assessment. Retrieved from: [PA LGBTQ Health Needs Assessment - Bradbury-Sullivan LGBT Community Center \(bradburysullivancenter.org\)](https://bradburysullivancenter.org/Pennsylvania-LGBTQ-Health-Needs-Assessment)
- Ufomata, E., Eckstrand, K. L., Spagnoletti, C., Veet, C., Walk, T. J., Webb, C., Gutiérrez, E. J., Imming, C., Guhl, E., Jeong, K., Rubio, D., & Hasley, P. (2020). Comprehensive Curriculum for Internal Medicine Residents on Primary Care of Patients Identifying as Lesbian, Gay, Bisexual, or Transgender. *MedEdPORTAL : the journal of teaching and learning resources*, 16, 10875. https://doi.org/10.15766/mep_2374-8265.10875
- Wahlen, R., Bize, R., Wang, J., Merglen, A., & Ambresin, A. E. (2020). Medical students' knowledge of and attitudes towards LGBT people and their health care needs: Impact of a lecture on LGBT health. *PloS one*, 15(7), e0234743. <https://doi.org/10.1371/journal.pone.0234743>